



# MINNESOTA

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# TEAM MEMBER HANDBOOK



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## WELCOME TO THE TEAM!

Congratulations! You are now part of the largest youth sports and recreation network in the nation. We are a first-class sports facility designed to serve as an integral part of the surrounding community by providing opportunities for sports, meetings, and special events. Whether our guest is here for an amazing tournament experience or participating in play every week, we are committed to providing the best experience in the industry every time they walk through our gates.

No matter what your role is today, if you apply your leadership with a focus on getting better every day, we know great things will happen within our team, and for you personally. We invite you to bring your best self to work, hold a high standard for your teammates, and join us in the effort to create world-class facilities that improve the lives of the guests we serve.

Expect challenges, there will be many, employ a solution driven mindset and challenges become small bumps in the road that are fun to solve. Understanding that every single person and position is valuable, everyone deserves to be recognized and appreciated as a member of our team. No matter where your career journey might be, just starting out, a seasonal position between school years, an experienced professional or restarting your career, you will learn and grow personally and professionally.

The foundation of our culture is to inspire our members, guests, and each other. We will consistently demonstrate respect, treat others with dignity, embrace diversity, strive for excellence, and be accountable to those who have entrusted us with the honor of operating this great venue. As you'll see, we believe in our people and strive to have each team member's time filled with growth and development. Your work here will open you to new experiences.

As part of our team, your influence will be made by one person at a time by building dynamic relationships with guests and fellow team members. You will learn quickly that we hold high expectations for our team members and create long-term advancement opportunities for leaders who commit themselves to achieving results that support the mission. You have our trust. We now look forward to utilizing your unique skills, experience, and developing your capabilities further to contribute to our culture. Please take the time needed to fully review this handbook and learn more about our services, brand, and policies.

You have joined an exciting team! Best of luck in your new position.

## #RunAsOne

## **MISSION & VISION**

To improve the health and economic vitality of the communities we serve.

## **REVISIONS TO HANDBOOK**

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including policies and procedures. The handbook is not a contract. The venue reserves the right to revise, add, or delete from this handbook as we determine it to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in posting on venue bulletin boards.

## **WORK ENVIRONMENT**

### **PARKING**

Team members are required to park in the spaces furthest from the venue doors, such as the outer edges or rear sections of the parking lot, so that the closest and most convenient spaces remain available for our guests and individuals with accessibility needs.

### **BULLETIN BOARDS**

The purpose of the bulletin board is to provide a specific place where notices may be posted, including state and federal mandatory notices, and important communications from management. Information placed on the bulletin board is important. Team members may not post any information on these bulletin boards without the express permission of a Human Resources Representative or General Manager. The labor posters and bulletin boards are in the main office. You are expected to check it regularly.

### **BREAKROOMS/LOCKERS**

We request that you leave all personal belongings locked in your car or at home. The venue assumes no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss.

### **RESTRICTED AREAS**

Certain areas are off limits to unauthorized team members. Failure to observe “off-limits” rules may result in disciplinary action, up to and including, termination.

### **EMERGENCY CLOSING**

At times, emergencies such as severe weather, fires, power failures or earthquakes can disrupt operations. In extreme cases, these circumstances may require the closing of our facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with manager approval, team members may use available paid time off, if applicable. Team members will be notified of the facility closing by the General Manager.

### **LOST AND FOUND**

Lost and Found items can be put in the main office. Team members should have the General Manager or Manager on Duty help guests claim any lost property.

## TEAM MEMBER INFORMATION

### TEAMWORK

Teamwork is the single key to our success. All of us are team members working towards a common goal. There is no better feeling than being in an environment where the whole team is working hard together and producing something very special. The whole is greater than the sum of its parts. Part of your responsibility for teamwork is doing whatever is asked of you and assisting your fellow team members in any way possible, so that everyone's work flows more efficiently and smoothly. If a manager requests that you perform duties outside of your normal job description, it is essential that you cooperate to achieve common goals. If we all remain flexible in our approach to our work and "pitch-in" where needed, the outcome will be reflected in the growing and successful operation of the venue and more enjoyable work experience for everyone.

### WORK SCHEDULES

You are responsible for the shifts you are scheduled to work. Work schedules are designed to be as flexible as possible to fit your needs. The corresponding department manager must be notified of and approve all schedule changes.

When necessary, managers will advise team members of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. The scheduling of breaks is the responsibility of the department supervisors and/or managers.

Changing shifts with other team members is generally permitted if you trade shifts with another qualified team member from your department. All shift changes must be requested through Paylocity and approved by your direct department supervisor and/or General Manager. If this procedure is not followed properly, you will still be considered responsible for the shift and you will be deemed a No Call, No Show (NCNS), even if you asked someone else to take it for you.

To request time off, you should make sure you update your availability in Paylocity with when you can and cannot work. Shifts are entered into Paylocity on an as-needed basis depending on the requirements of the event. If shifts are not picked up, then manual scheduling will occur. We will try to work around any requested time off but do not assume that you automatically have the requested time off. Be sure to check the Paylocity daily. As mentioned above, you are solely responsible for your scheduled shifts.

You must work at least one (1) shift per month to remain active. If you fail to fulfill this requirement without advanced notification in writing, your access will be disabled, and the situation deemed "job abandonment".

### TIME CLOCK

All hourly team members are to clock in and out via Paylocity. Time punch locations are geofenced so team members must be in a designated area to punch in or out.

### HOLIDAY SCHEDULE

Full-time team members are eligible for eight (8) hours of holiday pay for the designated holidays.

If an hourly, full-time team member works on a designated holiday, they will be paid time and a half at their regular rate of pay. When a salaried, full-time team member works on a designated holiday, they earn a floating holiday which must be used within 30 days of the actual observed holiday.

## **MEALS/BREAKS**

Management will assign breaks as needed during shifts. All hourly team members are to clock out for breaks longer than 20 minutes.

## **DRESS CODE**

Team members are responsible for the upkeep of their uniforms and for the return of all uniforms upon separation of employment. Dress, grooming, and personal hygiene standards contribute to the morale of all team members and affect the business image. When representing the venue (on and off-site; anytime in uniform), team members are expected to present a clean, neat, and tasteful appearance. Team members should dress and groom themselves according to the requirements of their position.

Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards. Shoes are required to be worn, always. Sandals and flip-flops are not allowed
- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted)
- Shorts, where permitted, must be modest in length (mid-thigh or longer), in good condition, and appropriate for movement (e.g., bending, lifting, or demonstrating activities). Extremely short, tight, frayed, or otherwise revealing shorts are not permitted
- Mustaches and beards must be clean, well-trimmed and neat
- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance
- Excessive makeup is not permitted
- Offensive body odor and poor personal hygiene are not professionally acceptable
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours
- Excessive or offensive tattoos should be covered during work hours

Team members should consult with their direct manager, General Manager or Human Resources Representative if they have questions as to what constitutes appropriate attire.

## **DISCOUNT PROGRAM**

Team members may be eligible for discounts on food, beverages, merchandise, and facility programs, which may change at any time. All discounts are intended for the team members' use only. Please consult with your General Manager or supervisor about the most current details.

## TIME AND LABOR LAWS

### CHILD LABOR/WORK PERMIT

Candidates must be a minimum of 16 years of age to be considered for employment unless approved by a Company Account Executive or a Senior Leader in the Company's Home Office. In certain situations where an exception is made, all state and local child labor laws including work permits will be adhered to.

Venues in Minnesota require minors under the age of 16 to obtain a work permit issued by the Georgia Department of Labor (GDOL) system. Venues must keep a team member's permit on file during employment.

Minnesota child labor laws restrict work hours for minors ages 14 to 17 to prioritize education:

**14–15 years old:** during the school year:

- Three (3) hours per day, max 18 hours per week
- Only between 7 a.m. and 7 p.m.

**14–15 years old:** during non-school days:

- Eight (8) hours per day, max 40 hours per week
- Only between 7 a.m. and 9 p.m.

**16–17 years old:** during school and non-school days:

- No restrictions

### FINAL PAY

Team members who are terminated, discharged or fired are due to all wages and commissions with 24 hours of a written demand for payment to the venue.

Team members who voluntarily leave employment (quit), are terminated, discharged or fired, but do not make a written demand, are due all wages and commissions on the next regularly scheduled payday. If payday is within five (5) days of the last day of work, the venue may have up to 20 days to make final payment.

### STATE LAWS

#### BONE MARROW DONOR LEAVE

Minnesota's bone marrow, organ, and blood donation leave law applies to venues with 20 or more team members, at least one (1) site. To be eligible for the leave, a team member must work an average of 20 or more hours per week. Team members include all individuals employed at any site owned or operated by the venue; however, it does not include independent contractors.

Terms of the leave are that it must be paid and used to donate bone marrow. The combined length of the leaves is determined by the team members but may not exceed 40 work hours, unless the venue agrees to more because venues can grant more leave than is legally required. The venue

may require a physician to verify each leave request, regarding its purpose and duration. If it is medically determined that the team member does not qualify as a bone marrow donor, the paid leave they took prior to that determination is not forfeited.

### **CIVIL AIR PATROL LEAVE**

The Civil Air Patrol Leave law mandates that Minnesota venues grant unpaid leave to team members who are members of the Civil Air Patrol (CAP) when responding to missions authorized by the state or its political subdivisions. The law specifies that the leave must be granted unless it would unduly disrupt the venue's operations.

### **EARNED SICK AND SAFE TIME LEAVE**

Eligible team members accrue one (1) hour of Earned Sick and Safe Time (ESST) leave for every 30 hours worked, up to a maximum of 48 hours per year. To be eligible for sick and safe leave, it must be anticipated that you will perform at least 80 hours of work in a year for the venue. New team members begin accruing ESST on their first day of employment. For purposes of this policy, the leave year is any consecutive 12-month period (e.g., calendar year, fiscal year, or year from a team member's hire date). If you are classified as exempt, you are presumed to work 40 hours per week unless you are normally scheduled to work fewer than 40 hours, in which case leave accrues based on your normal schedule.

The venue will require documentation from team members to support their use of ESST when leave is used for more than two (2) consecutive scheduled workdays.

### **ELECTION JUDGE LEAVE**

An individual who is selected to serve as an election judge pursuant to section 204B.21, subdivision 2 may, after giving the venue at least 20 days' written notice, be absent from a place of work for the purpose of serving as an election judge without penalty. A venue may reduce the salary or wages of a team member serving as an election judge by the amount paid to the election judge by the appointing authority during the time the team member was absent from the place of employment.

The written request to be absent from work must be accompanied by a certificate from the appointing authority stating the hourly compensation to be paid to the team member for service as an election judge and the hours during which the team member will serve. A venue may restrict the number of people absent from work for the purpose of serving as an election judge to no more than 20 percent of the total work force at any single worksite.

### **ISOLATION AND QUARANTINE LEAVE**

Minnesota venues are required to provide up to 21 days off for team members' leave under the following circumstances:

- When the team member has been lawfully directed to isolate or quarantine because they have been exposed to or infected with a communicable disease
- When the team member has the responsibility to care for a minor or a vulnerable or disabled adult family member who has been exposed to or infected with a communicable disease

## **LEAVE FOR VICTIMS OF HARRASMENT OR DOMESTIC VIOLENCE**

Minnesota venues will provide team members who are victims of harassment or domestic abuse, or whose family or household member is a victim of domestic abuse, with reasonable time off for certain qualifying reasons. All team members are eligible for this leave. Leave may be taken to obtain a restraining order against a harasser or, in cases of domestic abuse, obtain an order of protection for yourself or a family or household member.

A family or household member includes a spouse or former spouse, parents and children, individuals related by blood, anyone who currently resides or has resided with you, a person with whom you share a child (regardless of marital or cohabitation status), someone with whom you are involved in a significant romantic or sexual relationship, and in cases where a woman is pregnant, the alleged father, regardless of marital or living arrangements. Except in cases of imminent danger to your health or safety or that of your family or household member, you must provide at least 48 hours' advance notice of your need for leave and may be required to submit documentation supporting your request.

This leave is unpaid, though you may substitute applicable paid leave to cover all or part of the absence. All information regarding your leave request will be kept confidential, except as required by law or as necessary to ensure safety in the workplace. The venue will not retaliate against team members who request or take leave in accordance with this policy.

## **MILITARY CEREMONY LEAVE**

Under Minnesota's military ceremony leave, unless it would unduly disrupt the venue's operations, the venue must grant an unpaid leave of absence to a team member whose immediate family member, as a member of the U.S. Armed Forces, has been ordered into active service in support of a war or other national emergency. An immediate family member is a person's grandparent, parent, legal guardian, sibling, child, grandchild, spouse, fiancé, or fiancée.

## **MILITARY DEATH/INJURY LEAVE**

The Military Death/Injury Leave law provides job-protected, unpaid leave for team members whose immediate family members-defined as parent, child, spouse, grandparent, or sibling-are injured or killed while serving in active duty with the U.S. Armed Forces. Eligible team members are entitled to up to 10 working days of unpaid leave. Team members must provide as much notice as practicable to the venue with their intent to take this leave. The venue may reduce the unpaid leave period by any paid leave provided to the team members.

## **MILITARY FAMILY LEAVE**

Minnesota venues must provide a reasonable amount of unpaid time off (up to two (2) consecutive days or six (6) days in a calendar year) for team members to attend the following events for their spouse, parent, or child:

- Departure ceremonies for deploying personnel
- Return ceremonies for returning personnel
- Family training or readiness events conducted by the military
- Official military reintegration programs

## MINNESOTA PAID LEAVE

Minnesota's Paid Family and Medical Leave program (Paid Leave) provides eligible team members with paid leave to care for themselves or their family members under certain circumstances. Paid Leave is an insurance program administered by the Minnesota Department of Employment and Economic Development (DEED). Premiums are funded through venue and team member payroll deductions.

To be eligible for paid leave, you must:

- Work at least 50% of your time in Minnesota
- Have earned at least 5.3% of the state's average annual wage during the prior base period (generally the last four (4) completed calendar quarters before your claim), as determined by DEED

Leave may be taken for the following reasons:

- Medical leave: To care for your own serious health condition, including care related to pregnancy, childbirth, and recovery
- Family leave, which includes:
  - Bonding leave: To care for and bond with a new child due to birth, adoption, or foster placement
  - Family care leave: To care for a family member with a serious health condition or a member of the military
  - Qualifying exigency leave: Leave for a family member who is a military member on active duty or has been notified of an impending call or order to active duty
  - Safety leave: Leave for the following reasons due to you or a family member being the victim of domestic abuse, sexual assault, or stalking:
    - To seek medical attention because of any physical or psychological injury, or disability
    - To obtain services from a victim services organization
    - To obtain psychological or other counseling
    - Seeking relocation
    - To seek legal advice or to take legal action, including the preparation for or participation in any related civil or criminal legal proceeding

If eligible, you may take up to 12 weeks of medical leave or 12 weeks of family leave per benefit year. If you need both medical and family leave during any year, the total combined leave is limited to 20 weeks per benefit year. A *benefit year* is a 52-week period that starts on the first day you take leave. Leave may be taken continuously or intermittently. You may choose to use sick leave or other paid time off benefits while on leave. For any day you are receiving payments from other benefits, you will not receive a payment from Paid Leave.

If leave is foreseeable, you must provide at least 30 days' notice. If leave is unforeseeable, you must provide notice as soon as practical.

Paid Leave benefits will be paid based on your average weekly wage and will run concurrently with other leave when permissible under applicable law.

If the venue provides you with health benefits under a group health plan, the venue will maintain your health coverage at the same level and under the same conditions as if you had been

continuously employed. You will be responsible for paying your share of the cost of health benefits as required prior to beginning leave.

If you worked for the venue for at least 90 calendar days prior to taking leave, you will generally be restored to your previous position or an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment.

The venue will not retaliate against team members who request or take leave in accordance with this policy.

## **OVERTIME**

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked more than 40 hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

## **POLITICAL ACTIVITY LEAVE**

Minnesota venues will provide eligible team members with unpaid leave to attend meetings of the state central committee or executive committee of a major political party, provided they are members of the committee, or to attend any convention of major political party delegates, including official convention committee meetings, provided they are delegates or alternate delegates.

Team members must give at least 10 days' written notice of their intent to take such leave. The venue prohibits any form of retaliation against team members who request or take leave in accordance with this policy.

## **PREGNANCY & PARENTAL LEAVE**

The Minnesota family and medical-related leave laws discussed on this page are as follows:

- The Minnesota Paid Leave law, with premiums and benefits starting on January 1, 2026, will provide eligible team members with job-protected, partial wage replacement for 12 to 20 weeks of leave in a 52-week period for certain family and medical reasons. The law applies to all venues
- The state's Pregnancy and Parenting Leave law requires all venues to grant unpaid leave of absence to pregnant team members and to eligible team members upon the birth or adoption of a child
- The Adoptive Parent Leave law requires covered venues to allow eligible team members to take leave for the adoption of a child under the same rules that apply if the venue provides leave for the birth of a child
- The Family Military Leave law requires venues to allow team members to take up to two (2) consecutive days or (6) six days in a calendar year of unpaid leave to attend certain events related to their family member's military service
- The Family of Injured Military Personnel Leave law requires venues to provide up to 10 working days of unpaid leave to a team member whose immediate family member, as a member of the U.S. Armed Forces, has been injured or killed while in active service
- The law providing Leave for Families of Mobilized Military Members requires venues to provide an unpaid leave of absence to team members whose immediate family member, as a member of the U.S. Armed Forces, has been ordered into active service in support of a war or other national emergency

## **PUBLIC OFFICIAL LEAVE**

Minnesota venues will provide team members who have been elected to public office with unpaid leave to attend meetings required by the public office.

Provide as much notice as possible of when you will need to be absent from work to attend meetings. The venue will try to allow you to make up the work time missed.

The venue will not retaliate against team members who request or take leave in accordance with this policy.

## **SCHOOL CONFERENCE AND ACTIVITIES LEAVE**

School Conference and Activities Leave entitle eligible team members to up to 16 hours of unpaid leave per year per child to attend school-related events for their children. These events include school-related activities, or to observe or monitor childcare services or prekindergarten programs, provided these events cannot be scheduled during non-work hours. The term "child" includes biological, adopted, and foster children under 18 years old, or under 20 if still attending secondary school. Team members should provide reasonable notice when the leave is foreseeable and make efforts to schedule the leave to minimize disruption to the venue's operations.

## **VOTING LEAVE**

If you request leave prior to the day of any election and your working hours begin less than two (2) hours after the opening of the polls and end less than two (2) hours before the polls close, you may take two (2) hours of leave during the polling period for the purpose of voting. The time when you can go to vote will be at the discretion of your General Manager, consistent with applicable legal requirements.

## **WAGE DISCLOSURE PROTECTION**

In accordance with Minnesota law, team members have the right to discuss and disclose their own wages and to inquire about or discuss the wages of other team members. The venue will not require team members to keep their pay confidential, nor will it retaliate against any team member who exercises these rights.

## TEAM MEMBER RESPONSIBILITIES

### GUEST SERVICE

We are a service business, and our success depends upon providing our guests with the best experience around. Every team member is a big part of that experience. You represent the venue in your actions and should always conduct yourself in a courteous and professional manner.

We want to be considered the “friendliest place in town.” To achieve that position, we have instituted the “Hospitality Zone”. You will be amazed at the reaction you receive from guests when you engage them using the following steps:

- Within 10 feet you should acknowledge a guest by making eye contact, smiling, nodding, etc.
- Within five (5) feet you should initiate conversation. (i.e. “Welcome! How are you?”)
- You should always have the first and last word in a conversation. As a guest approaches, you should be the one to initiate conversation
- Engage guests to help direct them, rather than waiting for them to come to you
- As a guest leaves, you should always have a friendly word for them (i.e. “Have a great night! See you again soon!”)

Working in direct contact with the public can be enjoyable and rewarding, but it can also be challenging. Handling those challenges with care can make all the difference in our guests’ experience. Always consider yourself as being “on stage.” No matter what bothers you inwardly, a smile, eye contact, and sincerity will always be your most valuable assets.

Remember that the guests are never an interruption to our work. Their happiness and enjoyment are our job. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcome. If they ask a question that you can’t answer, say, “I’m not sure, but I’ll find out for you,” – then do so.

Never argue with a guest. If there is a problem that you cannot handle, that you feel is getting out of control, or is upsetting you and causing a confrontation with a guest, excuse yourself from the situation and seek a manager for assistance.

Remember the following guidelines when dealing with a difficult situation:

- Let the guest speak; do not interrupt
- Apologize for any inconvenience
- Try to satisfy the immediate needs
- Inform a manager immediately

## WORKPLACE SAFETY

### SAFETY PROCEDURES

Safety is very important. All team members are expected to be safety-conscious, follow safety rules, and to immediately alert management to any conditions in the workplace that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our team members and guests. As you go through training for your position, additional safety procedures will be explained in depth. The following basic safety rules have been developed to protect team members and others from injury while on the job. Accidents can happen - but remember, safety is everyone's responsibility.

Team members should:

1. Learn about their job and how to be safe in the workplace
2. Know the location of fire alarm boxes and extinguishers, in case of a fire
3. Promptly report all unsafe or potentially hazardous conditions, such as:
  - Dangerous conditions related to playing surface/sports equipment
  - Wet or slippery floors
  - Cluttered or unsafe areas
  - Equipment left in aisles, walkways, or blocking exits
  - Exposed or unsafe electrical wiring
  - Careless handling of equipment
  - Defective or unguarded equipment
4. Follow all manufacturers' recommendations when operating equipment
5. Handle hazardous chemicals with care and proper Personal Protection Equipment (PPE)
6. Use proper lifting procedures and get help when needed
7. Wear safety glasses and protective clothing when necessary
8. Immediately report all accidents to the Manager on Duty

### CPR/AED

Team members who work in certain areas of the facility are required to hold a current CPR, AED and/or First Aid certification. If a team member's position requires certification, they are expected to maintain that certification while employed. Failure to do so will result in disciplinary action, up to and including, termination.